

# COMPLAINT FORM

## GENERAL INFO:

Employee:

Date Taken:

Date/Time of Incident:

## HOW DID YOU HEAR ABOUT US?

Radio:

Word of Mouth:

Newspaper:

Attendant/Sticker:

DWM Web:

Other:

## COMPLAINT TYPE:

Counting Device:

Package:

Gas Disp/Volume:

No Price:

Gas Quality:

UPC:

Large Scale:

Small Scale:

LPG:

Taxi:

Metrology:

Vapor Recovery:

Timing Device:

Water Meter:

MENU:

Other:

## RECEIPT?

YES

NO

(will show name, address, pump #, register # & package description)

## BUSINESS:

NAME:

STREET:

CITY:

## VIOLATION LOCATION:

Cash register, pump #, cab #, gas grade, in store location)

## COMPLAINANT:

NAME:

HOW TO CONTACT (phone, Email, address):

## STORE REACTION:

Did you talk to Manager?

YES

NO

Store Policy (UPC):

Manager's Response?

## QUESTIONS/RESPONSES:

### UPC/PRICE POSTING(no price)/PACKAGE/MENU:

1 Product description (wt., vol, size, etc):

2 Product Name/Menu Item:

3 UPC: Shelf Price:

UPC Scan Price:

4 Meal deal:

5 How do you know package is wrong?

### DEVICES:

1 Under?

Over?

2 How do you know?

### WATER METER:

1 In front of what business:

2 Location in parking lot:

### SHIPPING: (we do not regulate US Postal Service)

Prices can be based on box size, shape and admin fees.

### FUEL VOLUME:

Can be short or over due to:

Gas cans and tanks are only estimates.

Gas tank fill tubes can require more volume.

VR systems can suck fuel back if override autoshut off.

Meter jump is valid.

Seals aren't required on pumps.

### COMPLAINT: